

User Guide

Provider-Based Billing Retrieval

December 13, 2022



WISCONSIN DEPARTMENT
of HEALTH SERVICES

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1 Introduction

This functionality allows users with the necessary role to retrieve provider-based billing summary reports through the secure area of the ForwardHealth Portal. Provider-based summary reports are available for users to download in .csv or .pdf format.

The provider-based billing process runs monthly on the first full weekend of every month and files are available once the process is completed.

For information about electronic payments, refer to the [ForwardHealth Portal Electronic Payment User Guide](#).

2 Access the Provider Based Billing Page

1. Access the ForwardHealth Portal at <https://www.forwardhealth.wi.gov/>.

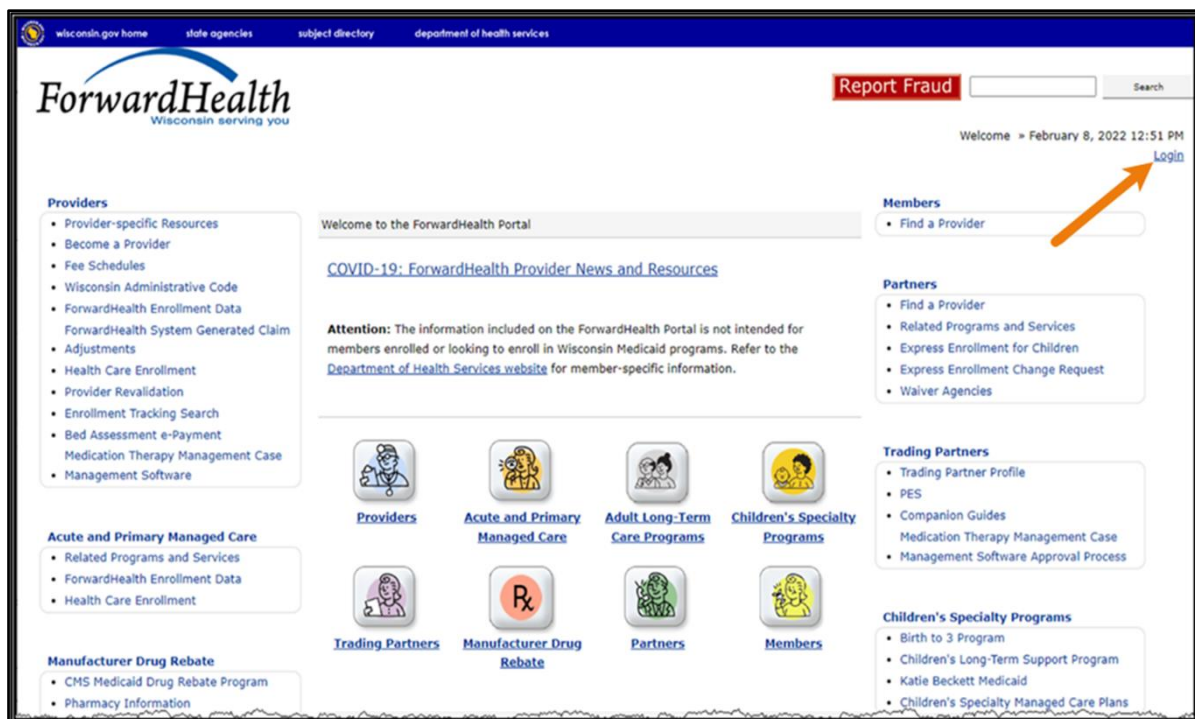


Figure 1 ForwardHealth Portal Page

2. Click **Login**. The ForwardHealth Portal Login box will be displayed.

ForwardHealth Portal Login:

Username

Password

• [Logging in for the first time?](#)

• [Forgot your password?](#)

Figure 2 ForwardHealth Portal Login

3. Enter the account username.
4. Enter the account password.

5. Click **Go!** The secure Provider page will be displayed.

ForwardHealth Wisconsin serving you
InterChange Provider

Welcome G

Home | Search | **Providers** | Enrollment | Claims | Prior Authorization | Remittance Advices | Trade Files | Health Check | Max Fee Home | Account | Contact Information | Online Handbooks | Site

User Guides | Certification | Message Center

You are logged in with NPI: 0000000000, Taxonomy Number: 000000000X, Zip Code: 55555, Financial Payer: Medicaid

Providers

What's New?

Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth Portal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available.

- New Rate Reform Part 3 Ideas/Recommendations Requested.
- Incentive Payments... Are you Eligible?
- ForwardHealth System Generated Claim Adjustments

Messages

*** No rows found ***

The information contained in this message is confidential and is intended solely for the use of the person or entity named above. This message may contain individually identifiable information that must remain confidential and is protected by state and federal law. If the reader of this message is not the intended recipient, the reader is hereby notified that any dissemination, distribution or reproduction of this message is strictly prohibited. If you have received this message in error, please immediately notify the sender by telephone and destroy the original message. We regret any inconvenience and appreciate your cooperation

Claims

Claim	Adjustment	Original	From Date	To Date	Status	Amount Pilled			
TCN	Sequence	Status	TCN	Member ID	of Service	of Service	Claim Type	Status	Amount Pilled

Home Page

- Update User Account
- Customize Home Page
- Demographic Maintenance
- Electronic Funds Transfer
- Check My Revalidation Date
- Revalidate Your Provider Enr
- Check Enrollment
- Provider Enrollment Upload F
- ForwardHealth E-payment

Quick Links

- Register for E-mail Subscrip
- Provider-specific Resources
- Request Portal Access
- Designate 835 Receiver
- Online Handbooks
- ForwardHealth Updates
- Fee Schedules
- Forms
- Become a Provider
- Enrollment Tracking Search
- Training Listing
- Explanation of Benefits (EOB)
- Newborn Reporting
- Provider Based Bills (PBB)**

Figure 3 Secure Provider Page

6. Click **Provider Based Bills (PBB)** in the Quick Links box near the right side of the page. The Provider Based Billing page will be displayed.

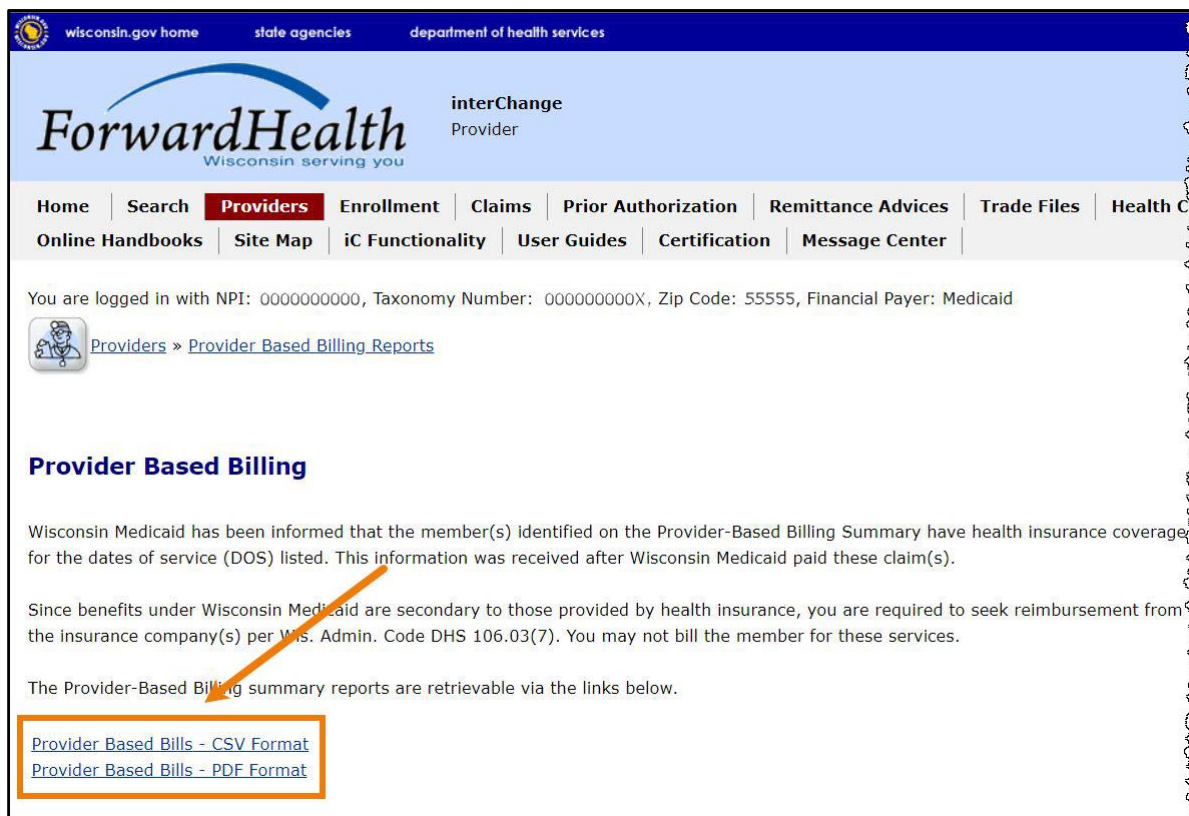


Figure 4 Provider Based Bills (PBB) Page

Links to the OnBase provider-based billing summary reports are available under the Provider Based Billing heading.

Note: Provider-based billing summary reports are only available to admin users and clerks with the Prov Based Billing clerk role. If the user does not have the correct security role to access this functionality, they will receive an OnBase error message stating the document could not be loaded. If this user should have access and does not, the user should contact their administrator. Portal administrators should refer to the [ForwardHealth Provider Portal Account User Guide](#) for instructions on assigning roles in the Portal.

7. Proceed to the following sections to access provider-based billing summary reports in either .csv or .pdf format.
 - [Provider Based Bills–Comma-Separated Value Formatting](#)
 - [Provider Based Bills–Portable Document Formatting](#)

2.1 Provider Based Bills—Comma-Separated Values Format

1. Click the **Provider Based Bills—CSV Format** link from the Provider Based Bills page. The OnBase document viewer will open.

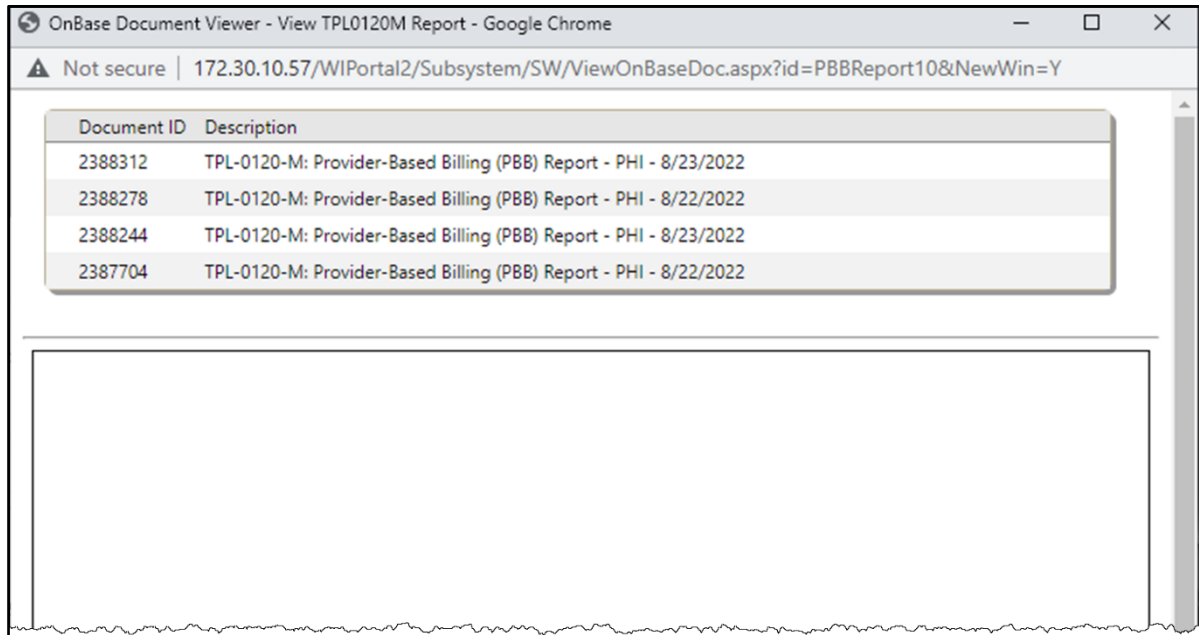


Figure 5 OnBase Document Viewer

- Click the desired report. A file download icon will be displayed in the bottom left corner of the page, and the file will download directly to the user's default download file location. The user can view all recent downloads by clicking **Show all** in the bottom right corner of the page.

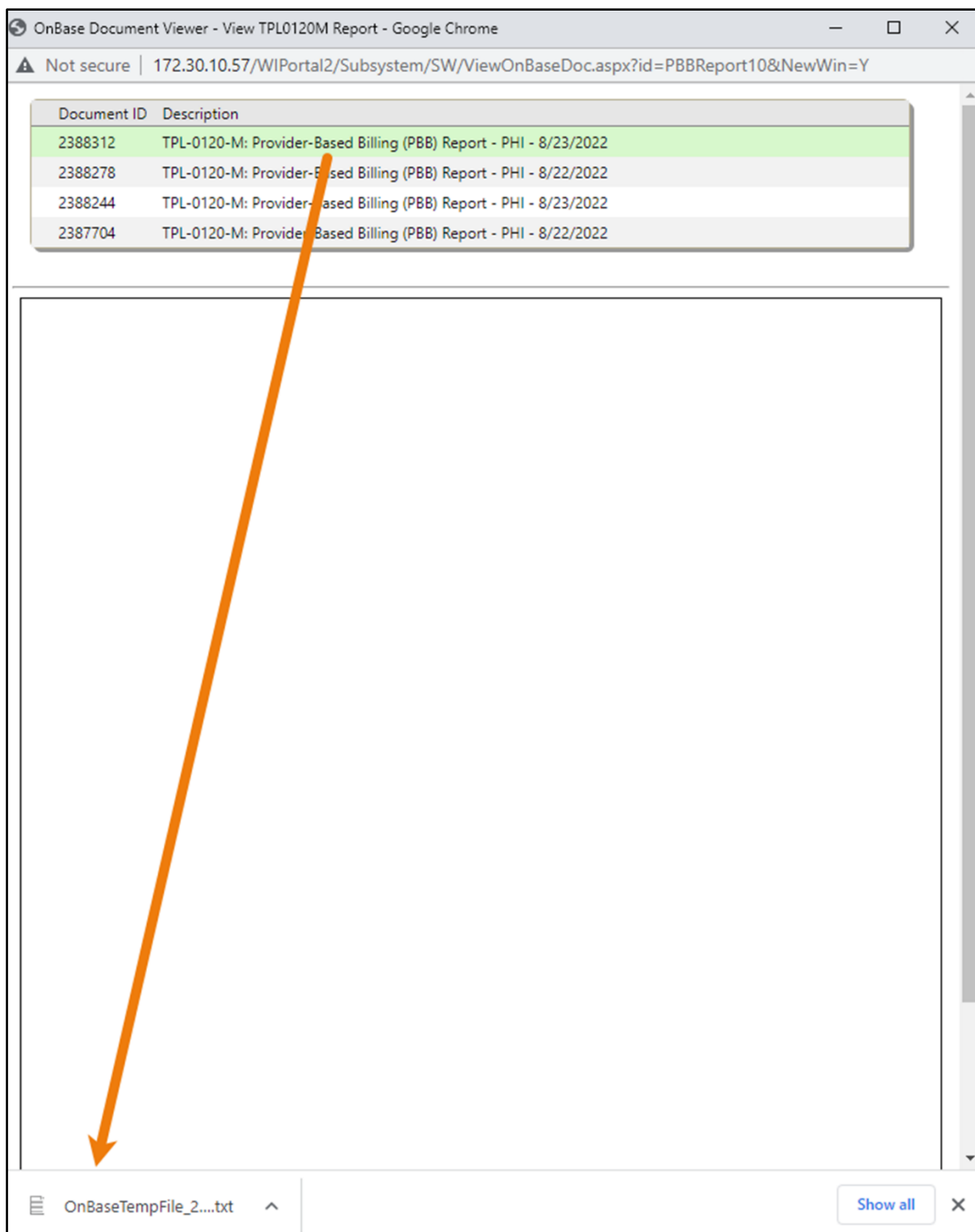


Figure 6 OnBase Document Viewer Window

- Click the icon to open the file name ending in .txt to verify the .txt file generated is being retrieved in a format where the data is separated by commas.

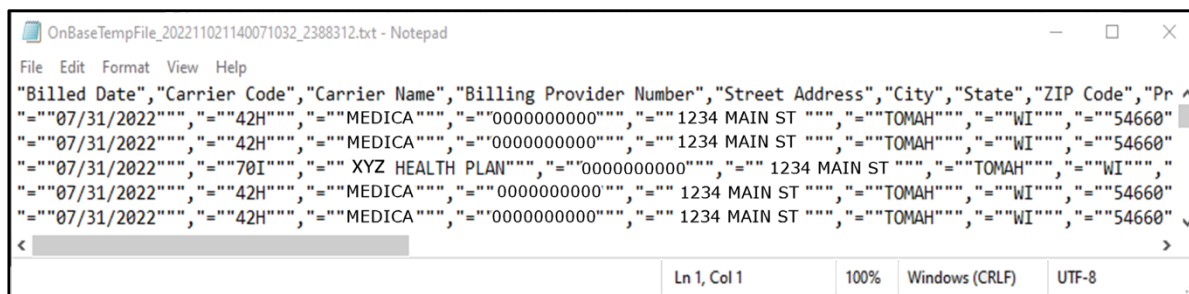


Figure 7 Comma-Separated Data

- Close the file and navigate to the location in which the .txt file was downloaded.
- Change the extension to ".csv."

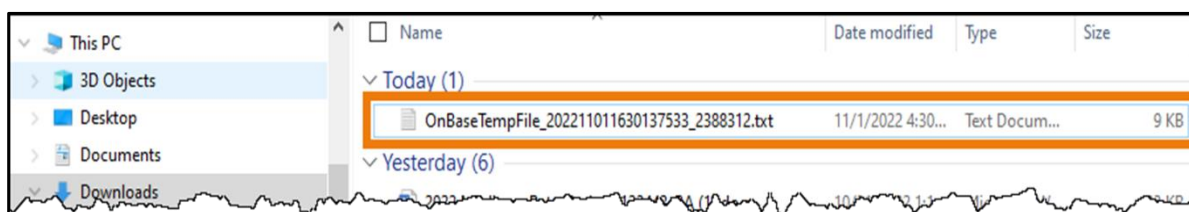


Figure 8 Download File—.TXT Extension

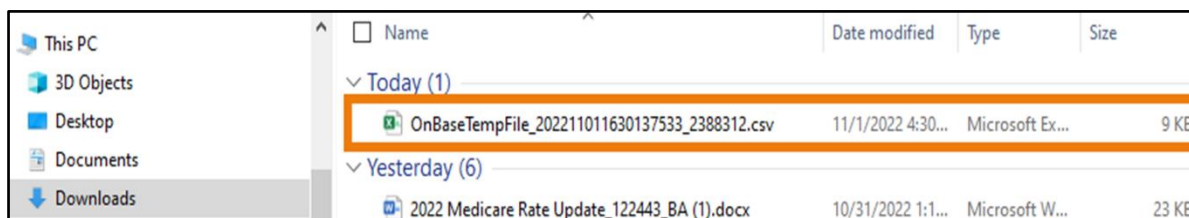


Figure 9 Download File—.CSV Extension

- Double-click to open the file. Note: The fields may need to be expanded to view all of the data, but the data should be separated correctly by cell.

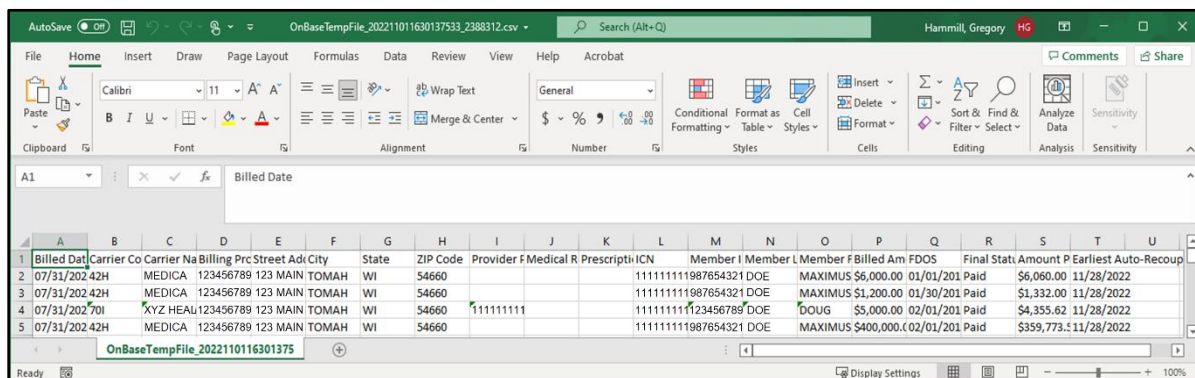


Figure 10 CSV Formatted File

	A	B	C	D	E
1	Billed Date	Carrier Code	Carrier Name	Billing Provider Number	Street Address
2	07/31/2022	42H	MEDICA	1234567890	123 MAIN ST
3	07/31/2022	42H	MEDICA	1234567890	123 MAIN ST
4	07/31/2022	70I	XYZ HEALTH	1234567890	123 MAIN ST
5	07/31/2022	42H	MEDICA	1234567890	123 MAIN ST

Figure 11 Cell Width Expanded to Fit Data

2.2 Provider Based Bills—Portable Document Format

- Click the **Provider Based Bills—PDF Format** link from the Provider Based Bills page. The OnBase document viewer will open.

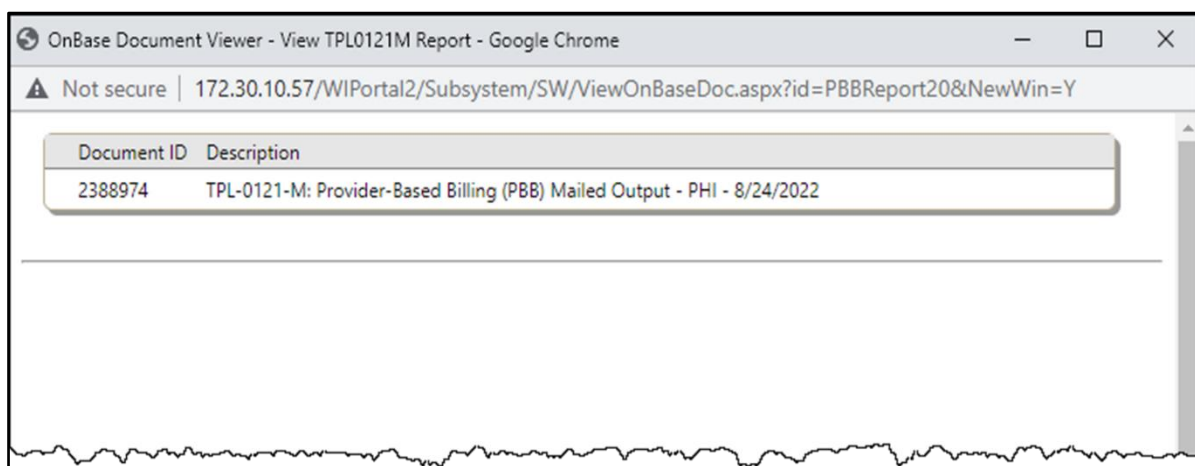


Figure 12 OnBase Document Viewer

2. Click the desired report. The PDF file with the provider-based billing information will be displayed.
3. Scroll down to view the provider-based billing summary report.

The screenshot shows a web browser window titled "OnBase Document Viewer - View TPL0121M Report - Google Chrome". The address bar shows a "Not secure" warning and the URL "172.30.10.57/WIPortal2/Subsystem/SW/ViewOnBaseDoc.aspx?id=PBBReport20&NewWin=Y". A table at the top lists documents, with the selected one being "2388974 TPL-0121-M: Provider-Based Billing (PBB) Mailed Output - PHI - 8/24/2022". Below this is a PDF viewer interface for "OnBaseDocViewer..." showing page 5 of 5 at 85% zoom. The PDF content is a "Provider-Based Billing Summary Report" from the State of Wisconsin Department of Health Services. It includes contact information for the Division of Medicaid Services, the Governor's office, and the Secretary's office. The report details a claim for "TEST WAGNER" with a billed amount of \$800.00 and a date of service of 12/15/2021. The report is dated 08/23/2022 and references a carrier "BC BS OF MASSACHUSETTS".

Document ID Description

2388974 TPL-0121-M: Provider-Based Billing (PBB) Mailed Output - PHI - 8/24/2022

OnBaseDocViewer... 5 / 5 | 85% +

Tony Evers
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

DIVISION OF MEDICAID SERVICES
COORDINATION OF BENEFITS UNIT
PO BOX 6220
MADISON WI 53716
Telephone: 800-362-3002
Fax: 608-221-4567
TTY: 711

Current Date: 08/23/2022

Carrier Name: BC BS OF MASSACHUSETTS
Carrier Code: 123

Billing Provider Number: 1234567890

123 MAIN ST
P.O. BOX 1234
ANYTOWN MA 55555

RE: Provider-Based Billing Summary

Please contact the insurance carrier at (608)221-4711 to verify claim submission address, or contact the member for a copy of his or her insurance identification card.

Claim ICN	Member ID	Member Name	Billed Amount	Claim from Date of Service	Final Status	Amount Paid
00000000000000	9876543210	TEST WAGNER	\$800.00	12/15/2021		

F-13441 (10/08)

Figure 13 Provider-Based Billing Summary Report

4. The user can choose to download the report to their computer or print the report by clicking the icons in the upper right corner.

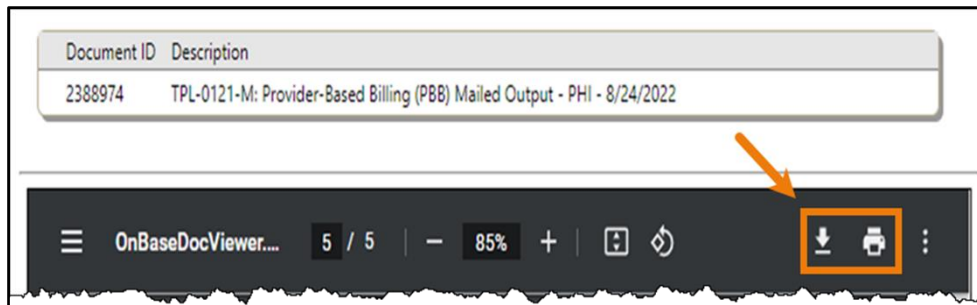


Figure 14 Download and Print Icons